

# Warranty Certificate

This warranty applies solely to SolarMAN smart meter, which is produced by IGEN Tech Co., Ltd. (hereinafter referred to as IGEN), and excludes standard products of other manufacturers which are resold, e.g. cables, connectors, SIM cards, etc.

## I Regular warranty

### 1.1 Warranty conditions

#### 1.1.1 Warranty performance

If a device becomes defective during the warranty period and provided that it complies with our warranty conditions, IGEN will, at our discretion,

- 1) Repair the device;
- 2) Replace the device with a new device of equivalent value according to model and age.

In the former case, IGEN will bear the costs of IGEN for work and material for reparation in IGEN's factory or for on-site repair work by IGEN staff. All other costs, including shipping costs, travel and accommodation expenses of IGEN staff for on-site work, costs of customer's own employees, are not included.

In the latter case, the replacement device will be delivered to customer by IGEN or our authorized distributors. The remainder of the warranty entitlement will be transferred to the replacement device and will be documented by IGEN. Shipping costs will not be include.

#### 1.1.2 Warranty period

- ◆ The warranty period is 2 years starting from the date of acceptance by customers.
- ◆ Warranty work, including reparation, replacement or supply of additional devices, will not postpone the expiry of the warranty period.
- ◆ The warranty shall only apply to data logger. The amount of claim will not exceed the price of the device.

#### 1.1.3 Claim application

To lodge a warranty claim, please report defective devices with error description to IGEN customer service ([customerservice@solarmanpv.com](mailto:customerservice@solarmanpv.com)). If the warranty claim is determined, we will repair or replace the defective device, at our discretion. If required, the defective device is to be returned to IGEN or our authorized distributor with appropriate transport packaging.

For lodging a warranty claim, please submit a copy of the sales invoice or receipt. The receipt must include the purchasing date and the serial number of the data logger.

## 1. 2 Limitations and exclusions

- 1) Any warranty claim must be lodged within the warranty period.
- 2) The warranty does not cover defects occurred due to reasons as follows:
  - ◆ Defect due to improper storage or transport;
  - ◆ Defect due to incorrect installation or commissioning of the smart meter which does not comply with the operation instructions described in user manual, installation guide and relative user handbook;
  - ◆ Defect due to incorrect operations which does not comply with the operation instructions described in user manual and installation guide;
  - ◆ Cosmetic defects which do not influence general operation of the device;
  - ◆ Damages due to repairs and modifications by people other than IGEN staff or authorized staff by IGEN;
  - ◆ If the housing of the device has been opened;
  - ◆ If additional equipment or accessories which are not compatible with the device have been fitted, causing abnormal status of the data logger;
  - ◆ Normal wear and tear are not included in warranty;
  - ◆ Either changes made by IGEN after conclusion of the contract which do not impair the performance of the delivered device, or minor deviations from data sheets or quality and performance features of the device, will not be justified for warranty claims;
  - ◆ Force majeure, e.g. earthquake, typhoon, flood, storm, lightning, etc.
  - ◆ Fragile parts, e.g. glass or plastic parts, are not included in warranty.
- 3) If the serial number of the smart meter has been modified, removed or illegible, the warranty will be invalid.
- 4) Any defect must be reported to IGEN in writing within one week upon receipt of products. Hidden defects which cannot be detected immediately must be reported to us in writing once discovered.
- 5) Shipping costs occurred due to reparation or replacement of devices, and charges for installation, uninstallation or reinstallation of such devices are not covered by this warranty.
- 6) If any claims are discovered unjustified upon inspection by IGEN, we are entitled to invoice customers for all expenses which we have incurred due to such claims.

7) If the defective device is discontinued during the warranty period, we are entitled to replace the device with a new device of equivalent value, but with different size, colour or model. IGEN becomes the owner of the defective devices or parts.

## **II Warranty extension**

Customers can purchase extended warranty or annual extension of warranty within the first two years after purchase of the meter. The extension of warranty begins upon expiry of this warranty or the preceding contractual period.

The provisions of this warranty will apply for the extended warranty or annual extension of warranty.

**IGEN Tech Co., Ltd.**

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